

# Position Description

## Account Manager

The Account Manager provides key account leadership for designated customers served by A. E. Petsche Company. In addition, this position provides overall sales and customer service for accounts and supports all aspects of the business needs of the company.

The Account Manager creates and executes a sales strategy to win major customers for A. E. Petsche Company and develops ongoing relationships with designated accounts. He/she is expected to work with the customer's buying organization to create a long term relationship with the account and serve as the customer liaison along with other members of the A. E. Petsche Company team.

### Educational Requirements

- Bachelor's Degree or equivalent experience

### Highly Desired Skills

- Previous experience (1 - 2 years) in technical sales in the aerospace, defense or electrical component/wiring industry.
- A superior level of comprehensive business skills and knowledge in corporate, technical, product, industry and competitive areas related to the product offerings of A. E. Petsche Company.
- Candidate should be self-disciplined, a self-starter and possess strong written and oral communication, leadership, problem solving, planning and organizational skills.
- Candidate should possess extensive experience in negotiations of contracts with technology companies and/or government agencies.
- Candidate should be computer literate and have the ability to use the Microsoft Office product suite including Word, Excel and Power Point.

### Primary Roles and Responsibilities

- Markets A. E. Petsche Company's products and services to companies in the assigned markets.
- Provides leadership for the entire sales and sales support organization in the sales, support and implementation of A. E. Petsche Company products and services.
- Develop and manage account plans/profiles
- Create and develop customer solutions and sales proposals.
- Lead in the negotiation of long-term contracts.
- Attain and exceed forecast sales objectives for A. E. Petsche Company products and services.
- Identify, understand and analyze product sales applications, new product opportunities and innovative new sales ideas.

- Develop sales forecasts and manage them on a bi-monthly basis and submit to management.

### Required Competencies

- Sales Proficiency
  - Act with a sense of urgency to execute and implement strategies which positively impact sales and performance results.
  - Manage each customer interaction by clarifying the goals for the meeting, the agenda and the decisions needed and purposeful next steps.
  - Transform sales strategies into results.
  - Breakdown organizational barriers to meet customer needs.
  - See tasks through to completion regardless of obstacles.
  - Know how and where to make trade-offs to achieve desired outcomes.
- Opportunity Generation Skills
  - Uncover A. E. Petsche Company opportunities in new accounts.
  - Develop a market strategy to identify target companies and critical issues that they confront on a daily basis.
  - Use personal and professional networks to gain access to influential contacts within the wiring and connector industry.
  - Find ways to influence and tailor sales processes so as to more favorably position A. E. Petsche Company.
- Interpersonal Skills
  - Build appropriate rapport and establish constructive and effective relationships with employees, executives, peers and customers to meet business needs.
  - Develop and maintain high personal viability, credibility and trust.
  - Establish rapport with customer contacts and others involved in the wiring and connector industry.
  - Adapt personal style, work methods and individual capabilities to contribute to business goals.
- Partnering/Teamwork
  - Lead and collaborate with other members of the A. E. Petsche Company team in the execution of the business strategy.
  - Communicate timely and accurate information regarding developments in the selling process to other members of the team.
  - Communicate expected outcomes of presentations, conferences and meeting with customers to other team members.
- Business, Financial and Technical Expertise
  - Excellent understanding of the wiring and connector industry and the challenges faced by the customer.

- Ability to work with management to design, sell and implement complex wiring and connector solutions and interface these with A. E. Petsche Company capability.
  - Effectively discuss business and industry issues with customers and sales management.
  - Utilize customer, industry and market knowledge to develop sales plans which meet customer and A. E. Petsche Company needs.
  - Understand customer's strategic direction, profit and loss (P&L) and other financial measurements.
  - Effectively analyze financial data and draw appropriate conclusions on how the application of the A. E. Petsche Company capability would be of financial benefit to the customer.
- Project Management
    - Ability to orchestrate numerous activities and the efforts of several parties in driving the selling process from inception to implementation.
    - Document a sequence of events required to realize a sale.
    - Facilitate communications among parties internal to A. E. Petsche Company, internal to the customer and between the customer and A. E. Petsche Company.
    - Ensure that all parties have the technical, legal and project information they need or want.